



PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division
Vancouver, Washington Division
Community Based Outpatient Clinics
Salem, OR Bend, OR
Camp Rilea (Warrenton, OR)*



NOTICE OF VACANCY

1. <u>Announcement Number</u> MP-09-0097-SJ	2. <u>Title, Series, Grade, Salary</u> Program Support Assistant (081260) GS-0303-6 \$36,063 to \$46,880 per annum (Based on full-time employment)	3. <u>Tour of Duty</u> 8:00a - 4:30p M-F	4. <u>Duty Station</u> Chaplain and Social Work Service Division, Portland, Oregon
5. <u>Type & Number of Vacancies</u> Permanent 1 Full-time position	6. <u>Contact</u> Mark Northway 503-273-5236	7. <u>Opening Date</u> 2/12/09	8. <u>Closing Date</u> 3/6/09

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 employees and permanent Title 38 Hybrid employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are permanent employees of the Willamette National Cemetery, Regional Office, Veterans Outreach Center and Veteran's Canteen.
- Career or career conditional employees and permanent Title 38 employees of other VA facilities.
- Applicants with competitive status outside the VA i.e., those with transfer or reinstatement eligibility.
- Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service.
- Employees covered under the provision of the inter-agency Career Transition Plan (ICTAP) and Career Transition Assistance Plan (CTAP) (displaced VA Employees) eligibles will be given priority consideration for vacancies within the **local commuting area** for which they are well qualified. Applicants requesting this consideration must attach appropriate proof of the ITCAP eligibility with their application. Well qualified is defined as the applicant, without any further training, can perform the major duties of the position which include triaging patients over the phone or in person and referring them to the appropriate provider team, coordinating the schedules of social workers, entering leave and hours worked in VISTA timekeeping system, coordinating the lodging program for patients that need to come to Portland from other cities across the state, providing bus tickets to patients for transportation, overseeing the purchasing of supplies which includes purchase orders, charging items to a credit card, reconciling charges and signing the authorizations electronically, and coordinating TEMPO including making sure all employees have taken required MARS training, and entering training into TEMPO for training provided by external sources.

MAJOR DUTIES:

Manages data related to all aspects of Chaplain and Social Work services: This includes but is not limited to effective use of scheduling, consults, encounters, DSS, data from National level, and PVAMC and VISN 20 data bases. Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. Manages staff schedules: Ensures blocked times for leave, or changes related to administrative functions (for example, staff meetings) in an effective manner that reduces wait time for patients. Effectively uses computer technology including but not limited to Outlook calendar, email, email group management, electronic document management, net meeting, video conferencing, telephone conference (both national and local set ups).

THIS POSITION IS IN THE BARGAINING UNIT

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualification Standards Handbook for GS-303 series applies and may be reviewed in the Human Resources Management Service office.

Specialized Experience: One (1) year of experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level (GS-5). Specialized experience includes, but is not limited to, work as a office clerk, program assistant, secretary, executive assistant or similar position in a medical center, hospital or clinic. Duties may have included coordinating leave schedules of staff, organizing meetings, taking minutes, filing, faxing, copying, and mailing correspondence, coordinating coverage by staff availability, answering a multi-line phone, and providing customer service both in person and over the phone.

Substitution of Education for Experience: Not applicable.

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors

(Continued on next page)

will result in your application receiving a less than desirable rating:

1. List specific examples of your experience using personal computers and software programs.
2. Ability to follow oral and written instructions.
3. Ability to organize and plan activities of an office.

CONDITIONS OF EMPLOYMENT:

Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future

Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.

Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis

The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.

It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Portland VAMC Permanent Employees must submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#) (due 3/13/09)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended. (due 3/13/09)
4. MPQ – Merit Promotion Questionnaire is recommended if you have qualifications pertaining to the position applied for but that may or may not be in your OPF

Other VA Permanent Employees must submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended.
4. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
5. Latest SF-50, Notification of Personnel Action
6. Latest performance appraisal

Non VA Applicants must submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference:
 - a. DD-214, Military Discharge Paper (member copy #4 for July 1979 or later editions) (For 5 Point Veteran's Preference).
 - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later)
 - c. VA letter of service-connected disability rating dated 1991 or later.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Narrative statement relating to all of the KSAs. Candidates **must** submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement. Failure to submit your narrative response to all of the KSAs will result in the applicant not being referred for the position.
6. A copy of your college transcripts (Optional unless education is required).
5. ITCAP Applicants: Submit proof by including a copy of the agency notice, most recent Performance Rating and most recent SF-50 indicating current position, grade, level, and duty station.

All application packets must be received in Human Resources by Close of Business (COB) on 3/6/09. Application forms may be obtained in Human Resources Office or on our external website, <http://www.visn20.med.va.gov/Portland/mc/hr>.

Applications may be mailed to:

Portland VA Medical Center, P4HRMS
Attn: MP-09-0097-SJ
PO Box 1034
Portland, OR 97207

Or brought in person to:

Portland VA Medical Center
3710 SW US Veterans Hospital Rd
Building 16, Room 300
Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.

- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.
- Foreign Education: To receive credit for education completed outside the United States, you must show proof that the education has been submitted to a private organization that specializes in the interpretation of foreign educational credentials and such education has been deemed at least equivalent to that gained in conventional U.S. education programs.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays). The Portland VA Medical Center will not accept FAX, or emailed applications or applications in a US government envelope.**